KANSAS.GOV

Information Network of Kansas
Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending January 31, 2010

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For the month ending January 2010

Executive Summary

Kansas.gov is staying very busy and productive as the month of January is wrapping up. Some of the high points for this month include:

~Efforts continued towards the rollout of KanPay Counter, the Point-of-Sale Solution, for state and local government. KanPay Counter training will be conducted in early February when the service launches.

~Continued 2010 INK Business Planning sessions with Jim Hollingsworth to review draft version of plan and determine appropriate modifications. KIC delivered final budget numbers to Jim and further discussions are scheduled to occur throughout the month of February.

~Finalized 2010 KIC marketing plan and began entering marketing campaigns into the new Microsoft Dynamics CRM tool. The new tool will allow better tracking, manageability, and evaluating campaign effectiveness.

~Successfully deployed Kansas Department of Revenue's (Department of Motor Vehicles division) new Motor Vehicle Records Instant Access service.

~In support of the 2009 income tax filings and homestead claims, Kansas Department of Revenue's WebFile and Homestead services launched.

~Scoped out requirements for Kansas Board of Healing Arts interest in KanSite (The Content Management System) and searchable database required to be live by July 1, 2010 per statute.

~Created a Kansas Day banner ad in celebration of Kansas' 149th birthday. The banner ad was featured for one day within the Service Bar area on Kansas.gov.

Please contact me if you have any questions at 785.296.5275 or via email at lisa.jones@www.kansas.gov.

Respectfully submitted,

Lisa R. Jones

Lisa R. Jones, General Manager

New Service Requests & Contracts for Approval

<u>**Service Requests**</u>

Kansas Department of Health and Environment (KDHE)
Kansas Department of Health and Environment Kansas Mentors program requests a service be added to the network that will allow existing mentoring programs to connect with each other and allow users to find mentoring programs based on certain selection criteria such as location, age range and type of mentoring. Development of the INK application for this service is at no cost to the contracted government agency. This is a free service.

<u>**Contracts for Approval**</u>

No new contracts were submitted for approval during the month of January.

New Applications Deployed

Project Name	Agency	Deployment (Month)
MVR Search Instant Access	KDOR	Jan-10
WebFile Homestead Claim	KDOR	Jan-10

Applications in Development

Project Name	Agency	Scheduled Finish (Month)
KanPay Counter, the Over the Counter Payment Processing System	KIC	Feb-10
Tax Payment Portal	KDOR	Apr-10
License Renewal	KSBMA	May-10
Agri-Portal	KDA	Jun-10
Search Suite	COTA	Aug-10
ABC Licensing	KDOR	Aug-10
WebFile Income Redesign and Rewrite	KDOR	Dec-10
Kansas Mentors Interactive Directory	KDHE	Feb-11

Project Change Requests Deployed

Project Name	Agency	Deployment (Month)
WebFile Homestead 2009 TY Mods	KDOR	Jan-10
License Renewal August 2009 Modifications	KSSBEO	Jan-10
License Renewal Change Import Script	KDB	Jan-10

Project Change Requests in Development

Project Name	Agency	Scheduled Finish (Month)
UIPB Add CCD Format	KDOL	Feb-10
UIPB Modify Failed Payment Processing	KDOL	Feb-10
AOI Add Prof LLC Type	SOS	Feb-10
SGCO Legacy DCRS 2009 Rewrite	OJA	Feb-10
Name Change Create Admin Site	SOS	Feb-10
MVR Search Jan 2010 Rate Change	KDOR	Feb-10
Name Reservation NA process update	SOS	Feb-10
District Court Record Search Change to Fee Split	OJA	Feb-10
License Feb 2010 Mods	KSBHA	Feb-10
AOI NA process update	SOS	Feb-10
Name Availability Process update	SOS	Feb-10
KanView Update Bond 2010	KDOA	Feb-10
WebFile Homestead 2010 TY Update and Facelift	KDOR	Mar-10
KANN Check 2009 Enhancements	KSBN	Mar-10
WebTags Change CC Fee Structure	KDOR	Mar-10
Education Annual Report 2010 Update and Facelift	KSBN	Mar-10
Name Change NA process update	SOS	Mar-10
CGS/LGS/BESS Combine and enhance	SOS	Mar-10
Lobbyist Expenditure Report Proof-of-concept Rewrite	GEC	Apr-10
WYCO Legacy DCRS 2009 Rewrite	OJA	Apr-10
Grant Portal Phase 3	GOV	Apr-10
IFTA Renewal 2009 Modifications	KDOR	Apr-10
License May 2010 Mods	KSBHA	May-10
CPA renewals 2010 Updates	BOA	Jun-10
UCC Filing Export File Modification	SOS	Jun-10
License Renewal Spring 2010 Update and Facelift	KBP	Jun-10
IFTA Additional Decal Test Account Edit	KDOR	Jun-10
Optometry License Original Application	KSSBEO	Jun-10
UCC Search Convert to PDF	SOS	Jun-10
KanSite Add WebParts Mapping	KIC	Jul-10
IFTA Quarterly 2009 Mods	KDOR	Jul-10
Att LicRen Add Review Page and Facelift	KSBEMS	Jul-10
HOC License Renewal 2010 Update (ACHA)	KDHE	Jul-10
HOC License Renewal 2010 Update (AUDIO, SLP)	KDHE	Jul-10
HOC License Renewal 2010 Update and Facelift (DIET)	KDHE	Jul-10
IFTA Quarterly 2010 Q2 Update	KDOR	Jul-10
IFTA Quarterly 2010 Q3 Update	KDOR	Jul-10

IFTA Quarterly 2010 Q4 Update and Facelift	KDOR	Jul-10
IFTA Renewals 2010 Update and Facelift	KDOR	Jul-10
WebFile Income 2010 TY Update	KDOR	Jul-10
Appraiser License Renewal 2010 Update and Facelift	KREAB	Jul-10
HOC Criminal Record Check Detailed Receipt	KDHE	Jul-10
License Renewal Fall 2010 Update	KBP	Jul-10
License Renewal August 2010 Mods	KSBHA	Aug-10
KanView Fiscal Update 2010	KDOA	Aug-10
Post Audit Search allow PDFs	LPA	Aug-10
Name Change Add Link for who can file	SOS	Aug-10
Lobbyist Expenditure Report Cycle Update and Facelift	GEC	Sep-10
License Renewal On Demand Cert Card and Facelift	KSBTP	Sep-10
Dry Cleaners Registration 2010 Update and Facelift	KDHE	Sep-10
KanSite Add WebParts RSS	KIC	Sep-10
Lic Ren Add Admin, cycle update, & facelift	BSRB	Oct-10
License Renewal 2010 Cycle Update and Facelift	KDB	Oct-10
Firm License Renewal 2010 Updates and Facelift	BOA	Oct-10
Legislative Portal 2010 Back End Upgrade	LEG	Oct-10
License Renewal Oct/Nov 2010 Mods	KSBHA	Oct-10
License Renewal Redesign and Rewrite 2009	KSBHA	Oct-10
Subscriber License Verification Rewrite	KSBHA	Oct-10
Legislative Portal 2011 Session Updates	LEG	Nov-10
Annual Report 2010 Cycle Update and Facelift	KSSOS	Nov-10
Ambulance 2010 Cycle Update and Facelift	KSBEMS	Dec-10
Amber Alert Add Second Victim	KBI	Dec-10
Kansas Business Center Refactor Code	SOS	Jun-11
License Renewals 2010 Cycle Update and Facelift	KREC	Jun-11

Support Statistics

~The below table summarizes the number of Live Chats, Emails and Cases Reported from January 1-22:

Month	Live Chat	Email	Cases Reported
Jan-10	182	604	241

Site Promotions

~Marketing continued to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. January's updates went live on January 4, 11, 12, 14 and 22.

~Updated the Legislature tile on the *My*Kansas page for the 2010 Legislative Session.

~Updated the Governor's tile on the *My*Kansas page for the 2010 State of the State Address, which linked to the live audio and transcript, and currently links to the video of the event on the Governor's Web site.

~Created a "Help for Haiti" tile on the *My*Kansas page and added a "Haiti Earthquake Relief" link in the Alert Center to provide awareness of disaster relief efforts for the recent earthquake in Haiti.

~Developed service bar and Business page primary features to promote Cosmetology online license renewals, which is a service of the Kansas Board of Cosmetology.

~Developed service bar and Community page primary features to promote Motor Vehicle Records Instant Access, which is a service of the Kansas Department of Revenue, Department of Motor Vehicles.

~Updated the service bar and Government page primary features for Court Record Search to promote the new "Instant Access" feature, which is a service of the Office of Judicial Administration.

~Created a Kansas Day banner ad in celebration of Kansas' 149th birthday. The banner ad was featured for one day within the Service Bar area on Kansas.gov.

Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from January 1-24:

Page	Page Views	Time on Page
Government	69,827	54.26
Services	34,856	61.94
Tiles	19,393	107.43
Business	19,145	59.97
Subscribers	15,090	55.77
Tourism	8,473	64.97
Community	6,599	59.11
Help Center	6,558	75.23
Education	4,931	59.96
Photo Gallery	2,903	53.32

<u>**Promotional Performance**</u>

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from January 1-24:

Zone	Feature	Page Views
Primary	Criminal History Search	165
	Legislative Resources	158
	Distric Court Record Search	146
	Cities	143
	Visit Kansas	113
Secondary	Agency & Association Listing	1,299
	Business Entity Search	891
	Employee Service Center	705
	Starting a Business	655
	Cities & Towns	370

Marketing

~Kansas.gov was featured during the "State of the State" address.
- Closed-captioned sponsorship in partnership with KPTS.

~Developed and printed the Secretary of State (SOS) 2010 Annual Reports postcard direct mailer.
- 132,000 postcards were printed.
- SOS will be responsible for mailing to customer base.

~Developed promotions to drive awareness for the Kansas Department of Revenue's (KDOR) Motor Vehicle Records Instant Access service.
- Press release launched January 5.
- Social network features on *ksgovernment* Twitter, Facebook and BlogSpot accounts.

~Developed promotions to drive awareness for the Office of Judicial Administration's Kansas County District Court Record Search Instant Access service.
- Press release launched January 12.
- Social network features on *ksgovernment* Twitter, Facebook and BlogSpot accounts.

~Developed promotions to drive awareness for the Kansas Borad of Cosmetology's (KBOC) online license renewal service.
- Developed press release (launch TBD).
- Social network features on *ksgovernment* Twitter and Facebook accounts.
- Developed a creative brief for an 8½ x 11 flyer.